WHAT IS CLAIMED IS:

1.   In a document delivery system which includes a document system for producing document data and document print requests, a print management system for determining whether a requested document is designated for electronic delivery or non-electronic delivery based on a stored document delivery designation, and a failed email management system which is configured to receive a notice of a failed email delivery and to change a document delivery designation for at least the intended recipient of the failed email, a method of monitoring the electronic delivery of documents, said method comprising the steps of:

creating log files for storing selected data related to selected electronic document preparation and delivery events;

forwarding said log files to a parsing engine;

parsing said log files to retrieve selected data; and

storing the retrieved selected data for retrieval and analysis.

2.   The method of claim 1, wherein the log files are stored within a restricted database for controlling access.

3.   The method of claim 1, wherein at least one of the log files are created within the print management system.

4.   The method of claim 3, wherein the data stored includes at least: the file names of documents printed, the number of documents printed or the date and time the documents are printed.

5.   The method of claim 1, wherein at least one of the log files is created within the failed email monitoring system.

6.   The method of claim 5, wherein the data stored includes at least: the identification of failed email notifications received, the names of failed email recipients, the addresses of each failed email recipient or the dates and times of each failed email delivery.

7.   A system for monitoring the electronic delivery of documents, said system comprising:

a document system, said document system producing document information for printing documents;

a print management system, wherein said print management system accepts document data and document print requests from said document system, and further wherein said print

management system determines whether a requested document is designated for electronic delivery or non-electronic delivery;

a recipient database, wherein said recipient database stores recipient information;

a print system, wherein said print system is configured to receive and print documents

5   designated for non-electronic delivery;

an email system, said email system configured to accept and process document data for creating and delivering documents electronically;

a failed email management system, wherein said failed email management system is configured to receive a notice of a failed email delivery including a failed email address, and

10   to change a document delivery designation for at least the intended recipient of the failed email; and

an electronic monitoring system for creating and storing log files containing data related to selected document delivery events.

8.   The system of claim 7, wherein said system further comprises an Internet

15   server, wherein said Internet server provides on-line access to the document data and electronic documents.

9.   The system of claim 8, wherein said electronic monitoring system further comprises a parsing engine which parses the log files into retrievable data which is then stored for later retrieval and analysis.

20   10.   The system of claim 8, wherein at least one of the log files are created within the print management system.

11.   The system of claim 10, wherein the data stored includes at least: the file names of documents printed, the number of documents printed or the date and time the documents are printed.

25   12.   The system of claim 8, wherein at least one of the log files is created within the failed email monitoring system.

13.   The system of claim 12, wherein the data stored includes at least: the identification of failed email notifications received, the names of failed email recipients, the addresses of failed email recipients or the dates and times of failed email deliveries.

30   14.   The system of claim 8, wherein at least one of the log files is created within the recipient database.

15. The system of claim 14, wherein the data stored includes at least: the file names of documents accessed or printed; the names of customers accessing documents, or the dates and times a document is accessed.

16. The system of claim 8, wherein at least one of the log files is created within the email system.

17. The system of claim 16, wherein the data stored includes at least: the file names of documents processed for electronic delivery, the number of documents approved for delivery, the number of documents processed, dates and times each document is processed, or the identification number of any email notifications produced.

18. The system of claim 8, wherein at least one of the log files is created within the Internet server.

19. The system of claim 18, wherein the data stored includes at least: the names of customers accessing the Internet server, or the dates and times customers access the Internet server.

20. A method for electronically delivering documents, said method comprising the steps of :

producing document data for printing documents;

accepting requests to print selected documents;

determining whether a selected document is accepted for electronic delivery or for non-electronic delivery;

printing documents accepted for non-electronic delivery;

storing documents and document data for documents accepted for electronic delivery;

providing Internet access to the documents and document data accepted for electronic delivery;

providing notice regarding the status and availability of said stored documents and document data to intended document recipients;

detecting the failed delivery of notices to intended notice recipients; and

creating log files containing system data related to selected electronic document preparation events,

parsing said log files to retrieve system data; and

storing the retrieved system data for later retrieval and analysis.

21.   The method of claim 20, wherein said method further comprises the step of storing one or more preferred document delivery options for each potential document recipient.

22.   The method of claim 20, wherein said preferred document delivery options include an option to receive documents electronically and an option to receive documents non-electronically.

23.   The method of claim 22, wherein said method further comprises the step of determining whether to process a document for electronic delivery or for non-electronic delivery based upon the preferred document delivery option stored for each document recipient.

24.   The method of claim 22, wherein said method further comprises the step of combining multiple electronic notices for delivery to a single recipient at one time.

25.   The method of claim 21, wherein the document delivery designations for multiple recipients are changed together based upon common identifying criteria.

26.   The method of claim 25, wherein said method further comprises the step of changing the preferred delivery option for the intended recipient of a failed email so that the intended recipient will no longer receive electronic documents.

27.   The method of claim 26, wherein said method further comprises the step of providing a non-electronic notice of a failed email delivery to the intended recipient of the failed email.

28.   The method of claim 27, wherein said method further comprises the step of extracting one or more identifying email data fields from said non-electronic notice of a failed email delivery and retrieving a name data field and an address data field from the recipient database based on the extracted one or more identifying email data fields.

29.   The method of claim 28, wherein said method further comprises the step of providing Internet access for intended recipients to correct failed email addresses and to view document data.

30.   The method of claim 29, wherein said method further comprises the step of providing a postcard form template accessible via the Internet, wherein the intended recipients may each print the postcard form template, provide information requested on the postcard form template and mail the postcard back to the appropriate department.

31.   The method of claim 26, wherein at least one of the log files are created in response to an accepted request to print selected documents.

32. The method of claim 31, wherein the data stored includes at least: the file names of documents printed, the number of documents printed or the date and time a document is printed.

33. The method of claim 26, wherein at least one of the log files are created in response to detecting the failed delivery of notices to intended notice recipients.

34. The method of claim 33, wherein the data stored includes at least: the identification of any failed email notifications received, the name of any failed email recipients, the addresses of each failed email or the dates and times of each failed email delivery.

35. The method of claim 26, wherein at least one of the log files is created as part of storing documents and document data for documents accepted for electronic delivery.

36. The method of claim 35, wherein the data stored includes at least: the file names of documents accessed or printed; the names of customers accessing documents, or the dates and times a document is accessed.

37. The method of claim 26, wherein at least one of said log files is created in response to providing notice regarding the status and availability of said stored documents and document data to intended document recipients.

38. The method of claim 37, wherein the data stored includes at least: the file names of documents processed for electronic delivery; the number of documents approved for delivery, the number of documents processed, the dates and times each document is processed, or the identification number of any email notifications produced.

39. The method of claim 26, wherein at least one of the log files is created as part of providing Internet access to the documents and document data accepted for electronic delivery.

40. The method of claim 39, wherein the data stored includes at least: the names of customers accessing the Internet server, or the dates and times customers access the Internet server.